

Wildcraft Warranty Policy

Wildcraft® and Wiki® products are warranted against manufacturing flaws in the materials and workmanship to the original owner. When the product is used for its intended use and under normal circumstances, the carry-in warranty is valid.

- Wildcraft offers a carry-in warranty.
- The customer needs to bring their products to the designated [Wildcraft Authorized Service Centre](#)
- The warranty covers -
 - Wildcraft® Backpack: Runners, Zip, Buckle, and Stitching.
 - Wildcraft® Luggage: Runner, Zip, Lock, Wheel, Trolley and Minor Stitch.
 - Wildcraft® Footwear: Bonding, Stitching and Material/Components failure.

Warranty is void in the following scenarios:

- Damages due to natural wear and tear of the product, on usage, over a period of time.
- Damages caused by misuse (such as transportation of unusual items), neglect, accidents, abrasion, exposure to extreme temperatures, solvents, acids, water, normal wear and tear, or transport damage (by airlines, for example)
- Replacement/repair of briefcase folios and suitcase divider flaps
- Powder coating, gold plating, wood finish on locks, frames, channels, and all other metallic surfaces.
- Damages such as zip bursts, cracks, dents, and scratches on any of the components, tearing of inner lining, or any other fabric
- Damages from mishandling in transit by the carrier company
- Damages to the leather trimmings
- Repairs performed by anyone other than an Authorized Repair Agent

Luggage – 5 Year International Warranty

The steps listed below must be followed by the user to use the international warranty for the product.:

- To avail international warranty, the customer either needs to call our contact centre at [+91-7676866666](tel:+91-7676866666) or send us an email at warranty-luggage@wildcraft.com

- The customer needs to provide below information by email.
 - Current Address
 - Contact Number
 - Product Details
 - Photos of the Claimed Defect (Minimum of 3 photos to accompany the claim)
 - Duly Filled Warranty Card/Invoice Copy
 - Incident Report

AIRLINE DAMAGE

Wildcraft® To ensure that it performs as intended, luggage is put through the most rigorous testing. However, indestructible luggage does not exist.

As soon as somebody other than you handle your product while you are still at the airport, inspect it. When removing your luggage from the carousel, inspect it thoroughly for any cracks, rips, broken handles, wheels, or fragments of the case that may have been sheared. If your product was damaged during transit, you should, if at all feasible, file a claim with the transit company—which is covered by insurance—at the destination before you clear customs.

If something isn't immediately obvious when in the airport, it can be reported later because most airlines have a deadline for reporting damage. Before departing the airport, it is best to report any damage.

To demonstrate where and when it was damaged, take a few pictures of the item against a background that can be easily associated with an airport.

The airline baggage counter is typically close to the carousels, so carry the damaged item there. Before departing, fill out the forms that the individual airlines require and obtain proof of acknowledgement for your claim.

CARE & CLEANING:

HOW TO CARE FOR YOUR LUGGAGE.

Wildcraft luggage are built to last and are covered under a 5-year international warranty as long as they are cared for properly.

HARDSIDE

- Once your polycarbonate bag does get dirty from regular use, use a washcloth dipped in a very mild solution of warm water and dishwashing soap to clean it
- Clean the entire shell of the suitcase with this solution and use a plain damp cloth to wipe off any soap residue, followed by a completely dry cloth to leave the shell clean and shiny

- Do not leave any moisture behind or the stain will be visible.

SOFTSIDE

- Brush the surfaces, especially the fabric ones, with a dry brush to loosen dust. Then, use the dusting or upholstery attachment on a vacuum cleaner to extract anything that is loose
- Take a damp cloth and, if you like, a bit of soap or mild liquid cleaner, and try rubbing gently at a small, inconspicuous area on the outside of the suitcase
- If the test is successful, wipe the rest of the bag, changing cleaning cloths as necessary. Follow up with a moist cloth to remove as much soap residue as possible.

HYBRID

If the inside of the suitcase is lined with plastic, wipe it down with a clean, damp cloth (not the one you used on the outside) and, if necessary, a mild cleaner. For fabric, simply vacuum it or wipe it with a dry cloth.

WASH CARE:

- You can hand wash your wheeler with mild soap and a soft brush and always use cold water. Make sure to rinse it well so that all the soap is removed and ensure it is air-dried before the next use.
- Do not machine wash or machine dry your wheeler or any part of it.

STORAGE

- While storing, ensure that your bag is kept in a cool, dry place. It must be completely dry and free of mould and dirt. By doing this you will avoid the damage mildew causes to the nylon coating and fabric threads.
- Keep your bag away from direct sunlight, extreme heat, acids, oxidizing agents found in concrete and alkalis. Exposure to extreme temperatures can damage the coatings of the fabric.
- Luggage wheels are the parts that get the dirtiest, for obvious reasons. To keep them rolling smoothly, remove any dried soil and loose dirt from them before wiping them down with a soap and water solution.
- For the hardware or solid accessories on your bags, i.e. telescopic handle, zippers, locks, and protective edges, and bumpers, wipe down with soap and water and dry. If there are scratches, buff the area with a fine steel wool scrubber and seal with a protective coat of lacquer or even clear nail polish.

- Let the suitcase dry thoroughly before storing. Wherever you store it, cover it loosely to keep off the dust, and try to let it breathe.

Terms and Conditions:

- To avail a warranty service, the Purchase invoice or Warranty card (duly filled, signed and stamped) needs to be produced.
- The warranty period is stated on the warranty card inside the product and/or in the list of product features on our website. The service centre will determine the warranty coverage accordingly.
- Excluded warranty services are discretionary & chargeable.
- All locks and security mechanisms fitted on the luggage are delaying devices and can't prevent theft of your belongings or the luggage.
- Manufacturing specifications are subject to change without notice. In case the product has been phased out or the spares are not available, the Company may, at its discretion, offer an equivalent product.
- You are responsible for all costs of getting the Product to any such Service Centre including, but not limited to, the cost of packaging, shipping and applicable taxes.
- The Company reserves the right to repair or replace the defective piece as deemed suitable. In case of replacement, the defective piece shall be replaced with another piece of the same or equivalent model at the Company's discretion.
- The Company or its representative(s) will undertake to repair or replace the defective parts/ piece within a reasonable period of time and its decision as to the nature of Issue and the applicability of the warranty is final.
- In case of any service call being raised outside of India in any country which is covered by this warranty and in the case where the Company approves the replacement of the defective piece, the fresh piece will either have to be picked up by the user from the Company's service centre or the Company may agree to deliver the same to the user to the address provided by him/ her, which should be within the limits of the country from where the service call was originated.
- In case the Company agrees to deliver the replacement free of cost to the user to the address provided and agreed upon, the user shall be required to deliver the defective piece at his/her own expense, either before or after receipt of replacement in lieu of the defective piece, to the nearest service centre location as may be informed by the Company.
- Replacements are typically delivered within a reasonable period of time. However, our shipping estimates are not guaranteed. The actual delivery time depends on the carrier & shipping distance and may slightly vary.
- We are unable to ship to P.O. Boxes. All items will be shipped only to a valid address with zip codes/pin codes.
- Delivery to some remote addresses may not be possible due to the limited reach of the shipping carrier.



WILDCRAFT



- The Company's liability for damages shall be restricted only to repair/replacement of the defective piece and, under no circumstances, shall it exceed the price paid (after discounts, if any) by the customer to the Company for the damaged piece, as stated in the purchase invoice.
- Any disputes arising out of the applicability/usage of this warranty card are subject to Bangalore jurisdiction only.